



Katie M. Brown
Counsel

Duke Energy
40 W. Broad Street
Suite 690
Greenville, SC 29601

O: 864-370-5296
F: 864-370-5027

Katie.Brown2@duke-energy.com

March 14, 2022

VIA ELECTRONIC FILING (Public Version) and
VIA HAND-DELIVERY (Confidential Version)

The Honorable Jocelyn G. Boyd
Chief Clerk/ Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Valli Finney v. Duke Energy Progress, LLC
Docket Number: 2021-363-E

Dear Ms. Boyd:

Enclosed for filing, please find Duke Energy Progress, LLC's (the "Company") Petition to Reconsider filed in the above-referenced docket. The Company requests that the Commission grant confidential treatment of the confidential version of the petition and its exhibits on the basis that they contain customer-specific account information.

By copy of this letter, we are providing a copy of same to the parties of record.

Sincerely,

Katie M. Brown

cc: Valli Finney (via U.S. Mail and email)
Benjamin Mustian, Office of Regulatory Staff (via email)
Carri Grube Lybarker, Department of Consumer Affairs (via email)
Roger P. Hall, Department of Consumer Affairs (via email)

BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2021-363-E

IN RE:)	
)	
Valli Finney,)	
Complainant,)	DUKE ENERGY PROGRESS,
)	LLC’S PETITION FOR
v.)	RECONSIDERATION
)	
Duke Energy Progress, LLC,)	
Respondent)	

Pursuant to S.C. Code Ann. § 58-27-2150 and S.C. Code Ann. Regs. 103-825(A)(4), Duke Energy Progress, LLC (“DEP” or the “Company”) respectfully requests that the Public Service Commission of South Carolina (the “Commission”) reconsider Order No. 2022-160 denying DEP’s Motion to Dismiss Complaint issued in Docket No. 2021-363-E on March 4, 2022.

The Company requests confidential treatment of the confidential version of this motion and its exhibits pursuant to S.C. Code Ann. Reg. 103-804(S)(2), the S.C. Freedom of Information Act—S.C. Code Ann. § 30-4-10, et seq.—and the Family Privacy Protection Act—S.C. Code Ann. § 30-2-10, et seq.—on the basis that they contain customer-specific account information.

In support of its motion, DEP shows the following:

BACKGROUND

On November 30, 2021, the Clerk’s Office docketed and served a copy of two Complaints filed by Complainant. The Complaints explain that there was an issue wherein the Companies incorrectly placed a deceased flag on Complainant’s account, which the Companies have previously explained was due to a miscommunication that took place between the Complainant and a Company customer service representative on November 12, 2020. The Complaints

requested relief in the form of 1) the account being placed back on averaged billing, 2) reinstating the “other discount,” 3) requiring a death certificate, 4) a cash settlement, and 5) a sanction against the Company for lying.

On December 30, 2021, the Company filed its Verified Answer and Motion to Dismiss Complaint (the “Motion”), which provided the Commission with background information related to the miscommunication and the Company’s many attempts to resolve the issues described in the Complaints. The Motion requested the Commission dismiss the Complaints on two independent grounds: 1) the Complaints fail to allege any violation of a Commission-jurisdictional statute, rule, regulation or order and 2) the Complaints are moot because the actionable relief requested has been provided to the Complainant.

On March 4, 2022, the Commission issued Order No. 2022-160 denying the Company’s Motion. The Order concluded that DEP had failed to meet the standard for dismissal of the Complaints because “there is an issue of fact outstanding which could plausibly reveal a measure of injury to the Complainant due to the improper action of DEP.” In support of its conclusion, the Commission notes that “[w]hile the Equal Payment Plan has been discontinued, customers still enrolled in the Equal Payment Plan continue to be able to be served on that plan.” The Commission further found that the “issue of whether any benefit or difference has been improperly removed from the Complainant by removing the household account from the Equal Payment Plan is remaining.”

GROUND FOR RECONSIDERATION

- A. The Company has provided all actionable relief requested, rendering the Complaints moot.

As detailed above, Order No. 2022-160 indicated that the Company's Motion was denied because the Commission's records show that some Equal Payment Plan customers were grandfathered and therefore there remains a question of whether the customer's removal from the Equal Payment Plan resulted in any benefit or difference to the account. Therefore, the Company intends to address in this Petition the only outstanding issue of whether any benefit or difference to the account occurred as a result of the account's transition from Equal Payment Plan to the Budget Billing Plan.

As to the question of whether the customer was harmed by the Company's error in removing the account from the Equal Payment Plan, the transition of the account from the Equal Payment Plan to the Budget Billing Plan resulted in a lower bill for the account holder. In July 2021, Mrs. Finney's account went through the Equal Payment Plan annual review, at which time her monthly bill increased from [REDACTED] to [REDACTED] per month. The increased monthly bill amount was communicated on the customer's July 2021 bill, which is attached as Exhibit 1. As described in the Company's Motion, the account was unenrolled on September 10, 2021 from the Equal Payment Plan due to the account holder being designated as deceased. The account was re-enrolled in the Annual Budget Billing Plan on November 23, 2021 after the Complainant called the Company to complain that her bill was too low. During the time the account was unenrolled from a payment plan, Complainant was charged the following amounts for her monthly bills: 1) September 2021 - [REDACTED], 2) October 2021 - [REDACTED], and 3) November 2021 - [REDACTED]. Copies of the September, October, and November bills are attached as Exhibit 2. After the account was placed back on the Annual Budget Billing Plan, Complainant's monthly bills increased to [REDACTED] per month, as shown in the December bill attached as Exhibit 3. Had the account remained on the Equal Payment Plan for the months of September – November of 2021, the customer would have

been charged a total of [REDACTED] instead of the [REDACTED] she was charged for actual usage. The Company's error in removing the account from the Equal Payment Plan for the months of September – November actually resulted in a cost decrease to the customer of [REDACTED].

The Company will next address the question of whether the account can be placed on the legacy Equal Payment Plan as a remedy for the customer's complaints. The Equal Payment Plan was a program provided under DEP's legacy Customer Information System. In Docket No. 2021-91-E, the Company requested Commission approval of its Annual Budget Billing Plan and Quarterly Budget Billing Plan as part of the implementation of Customer Connect. The Annual Budget Billing Plan is functionally equivalent to the legacy Equal Payment Plan and was a replacement in name only, whereas the Quarterly Budget Billing Plan provides customers with additional flexibility in their billing arrangement. No DEP customers who were previously registered for the Equal Payment Plan were grandfathered, and all customers have been transitioned to the Budget Billing Plan. The Company has been unable to locate any Commission records that indicate Equal Payment Plan customers were grandfathered. As the Equal Payment Plan was no longer available for customers after September 24, 2021, the Company is unable to add any account to this legacy program.

Based on the additional information provided herein, the Complaints require dismissal because all actionable requests related to this matter are moot inasmuch as all actionable requested relief has been provided. See Order No. 2020-797 at 2, Docket No. 2020-125-E (Dec. 11, 2020) ("A case becomes moot when judgment, if rendered, will have no practical effect on the existing controversy."); *Sloan v. Greenville County*, 361 S.C. 568, 572, 606 S.E. 2d 464, 466 (2004). The Commission's February 3, 2022 directive singled out Mrs. Finney's request to put the account "back on averaging" as the only actionable item for which additional action may be required of

the Company. As explain herein and in the Company's Motion filed on December 30, 2021, the account was placed back on the Annual Budget Billing Plan on November 23, 2021, and letters confirming the change were sent on November 29, 2021 and December 2, 2021. The Company has taken all necessary actions to provide Mrs. Finney and the account holder with the actionable relief requested. Mrs. Finney was not harmed by the Company's error in removing the account from the Equal Payment Plan and in fact received lower bills than she would have had she remained enrolled in the program. Accordingly, there is no justiciable controversy in this case, and a Commission ruling on the requested relief would "have no practical effect," rendering the Complaints moot.

Additionally, the Company notes for the Commission's consideration that the Complainant failed to file direct testimony in this matter as required by the Prefile Testimony Letter issued by the Clerk's Office in this docket on February 11, 2022 and S.C. Code Ann. Regs. 103-845(C). Furthermore, Complainant has not responded to the Company's First Set of Discovery, which was filed in this docket and served on February 18, 2022, meaning responses were due to be served on or before March 10, 2022. Since filing the Complaints with the Commission, Mrs. Finney has taken no action to prosecute this case, and the Company has taken all action available to it to provide the relief requested.

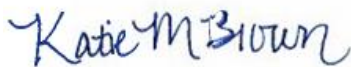
The Company requests confidential treatment of the confidential version of this motion and its exhibits pursuant to S.C. Code Ann. Reg. 103-804(S)(2), the S.C. Freedom of Information Act, and the Family Privacy Protection Act on the basis that it contains customer-specific account information.

CONCLUSION

Complainant has failed to allege any actionable relief that has not already been addressed by the Company. Therefore, this matter should be dismissed.

WHEREFORE, DEP moves the Commission reconsider its denial of the Company's December 30, 2021 Motion to Dismiss Complaint and instead dismiss the Complaints with prejudice because the Company has provided all actionable relief requested, rendering the Complaints moot. DEP also requests confidential treatment of the confidential version of this motion and its exhibits and requests such other relief as the Commission deems just and proper.

Respectfully submitted this 14th day of March, 2022.



Katie M. Brown, Counsel
Duke Energy Corporation
40 West Broad Street, DSC 556
Greenville, SC 29601
Telephone: 864.370.5296
katie.brown2@duke-energy.com

Attorney for Duke Energy Progress, LLC



duke-energy.com
800.452.2777

Your Energy Bill

page 1 of 3

Service address
MATTHEW FINNEY
[REDACTED]
[REDACTED]

Bill date Jul 16, 2021
For service Jun 14 - Jul 15
31 days

Account number [REDACTED]

Billing summary

Equal Payment Plan [REDACTED]

Total amount due Aug 09 [REDACTED]



Thank you for your payment of [REDACTED].

The interest that has accrued on your deposit has been applied to your bill.

Summer weather can mean higher temperatures and higher energy usage. Get tons of ideas to help you cool down your summer energy bill at duke-energy.com/SummerHeat.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

As required by law, the Public Service Commission of South Carolina (PSCSC) has conducted a public hearing to review Duke Energy Progress' plant operations and fuel costs as well as costs incurred to encourage distributed energy resources. Following this review, the PSCSC approved an updated distributed energy resource rate and fuel cost component, which includes certain environmental and capacity costs, of retail rates paid by all Duke Energy Progress' South Carolina retail customers. As a result, fuel rates for the following customer classes will decrease to the following rates, which include gross receipts tax and regulatory fees: Residential at 2.372¢/kWh and Lighting at 1.884¢/kWh. Fuel rates for the General Service (demand) customer class will decrease to 1.884¢/kWh plus increase to \$1.63/kWh, which includes gross receipts tax and regulatory fees. Fuel rates for General Service (non-demand) customer class will increase to 2.486¢/kWh, which includes gross receipts tax and regulatory fees. DEP shall decrease its DERP Charge to \$3.53 per month for the Commercial class, and there will be no change to the \$1.00 per month for the Residential class or the \$100.00 per month rate for the Industrial class. These rates also include gross receipts tax and regulatory fees. The new rates will be reflected for service rendered on or after July 1, 2021. Information concerning the impact of these decisions on all rate schedules is available by calling Duke Energy Progress' Customer Service Center at 1-800-452-2777.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number
[REDACTED]

Amount due

[REDACTED]
by Aug 9

After Aug 9, a late charge will apply.

\$ _____ **Amount enclosed**

MATTHEW FINNEY
[REDACTED]
[REDACTED]

Duke Energy Payment Processing
PO Box 1003
Charlotte, NC 28201-1003



duke-energy.com
800.452.2777

page 2 of 3

Account number [REDACTED]

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
Speedpay duke-energy.com/pay-now
800.452.2777
By mail payable to Duke Energy P.O. Box 1003
Charlotte, NC 28201-1003
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.452.2777
For hearing impaired TDD/TTY 800.676.3777 or 711
International 1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

Your next meter reading: Aug 13

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 1.5% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.



duke-energy.com
800.452.2777

page 3 of 3

Account number [REDACTED]

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.



Your Annual Equal Payment Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of [REDACTED] between plan charges and actual usage costs.

IMPORTANT MESSAGE REGARDING YOUR EQUAL PAYMENT PLAN: Thank you for participating in Progress Energy's Equal Payment Plan (EPP). The annual review of EPP was recently completed. Based upon your usage for the past 12 months and in order to keep your account in balance, it is necessary to INCREASE your EPP amount effective with your NEXT bill. Your new EPP amount is [REDACTED]

Your usage snapshot - continued



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of [REDACTED]

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Billing details - Taxes & Other



duke-energy.com
800.452.2777

Your Energy Bill

page 1 of 3

Service address

MATTHEW FINNEY

Bill date Sep 16, 2021

For service Aug 13 - Sep 15
33 days

Account number

Billing summary

Previous amount due	
Payment received Sep 10	
Metered Energy Service	
Fixed Monthly Rider 39 Charge	
Franchise fee	
Balance forward	
Total amount due Oct 11	



Thank you for your payment.

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Thank you for your excellent payment record with us. Although your recent payment arrived late, we are extending a one-time waiver of the late payment charge in appreciation of your prompt payment history.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

Your usage snapshot

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

Amount due

by Oct 11

After Oct 11, a late charge will apply.

\$ _____ Amount enclosed



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

MATTHEW FINNEY

Duke Energy Payment Processing
PO Box 1003
Charlotte, NC 28201-1003



duke-energy.com
800.452.2777

page 2 of 3

Account number [REDACTED]

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
Speedpay duke-energy.com/pay-now
800.452.2777
By mail payable to Duke Energy P.O. Box 1003
Charlotte, NC 28201-1003
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.452.2777
For hearing impaired TDD/TTY 800.676.3777 or 711
International 1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

Your next meter reading: Oct 14

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 1.5% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que hablan Español

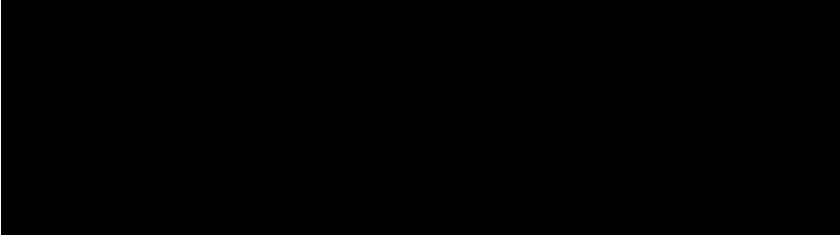
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.



duke-energy.com
800.452.2777

Account number [REDACTED]

Your usage snapshot - continued



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.



duke-energy.com
800.452.2777

Your Energy Bill

page 1 of 3

Service address

MATTHEW FINNEY

Bill date Oct 15, 2021

For service Sep 15 - Oct 14
29 days

Account number

Billing summary

Previous amount due	
Payments received	
Metered Energy Service	
Fixed Monthly Rider 39 Charge	
Franchise fee	
Total amount due Nov 08	

Your usage snapshot



Thank you for your payment.

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

To help us repair malfunctioning streetlights, quickly: 1. Call us at 1-800-419-6356 or visit duke-energy.com/light-repair 2. Provide us with the light's location and your contact information 3. Specific addresses, landmarks and directions work best.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

Please return this portion with your payment. Thank you for your business.

Amount due



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

by Nov 8

After Nov 8, a late charge will apply.

\$ _____ Amount enclosed

MATTHEW FINNEY

Duke Energy Payment Processing
PO Box 1003
Charlotte, NC 28201-1003



duke-energy.com
800.452.2777

page 2 of 3

Account number

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
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By mail payable to Duke Energy P.O. Box 1003
Charlotte, NC 28201-1003
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

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Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.452.2777
For hearing impaired TDD/TTY 800.676.3777 or 711
International 1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

Your next meter reading: Nov 12

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 1.5% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que hablan Español

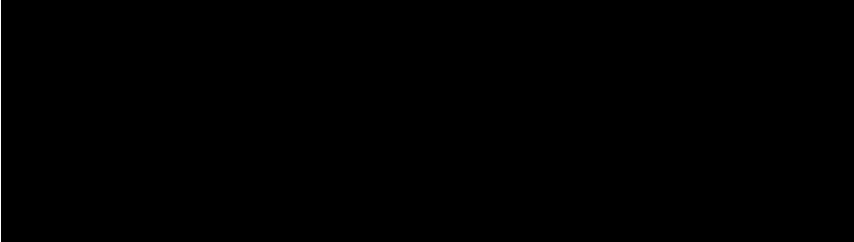
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.



duke-energy.com
800.452.2777

Account number [REDACTED]

Your usage snapshot - continued



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.



duke-energy.com
800.452.2777

Your Energy Bill

Page 1 of 3

Service address

MATTHEW FINNEY

Bill date Nov 16, 2021

For service Oct 14 - Nov 12
30 days

Account number

Billing summary

Previous Amount Due

Payment Received Nov 10

Current Electric Charges

Taxes

Total Amount Due Dec 13



Thank you for your payment.

We've made updates to your bill! Your usage snapshot now includes the average outdoor temperature, and a new account number also displays at the top of your statement. If paying electronically, we encourage you to use this new 12-digit number, although payments can be processed under the old account number, too. You can also add a contribution on your payment to help others. Visit duke-energy.com/BillUpdates to learn more.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

Your usage snapshot

Average temperature in degrees

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 0.0% late charge.

Please return this portion with your payment. Thank you for your business.

Amount due

by Dec 13

After Dec 13, a late charge will apply.

\$

Add here, to help others
with a contribution to Energy
Neighbor Fund

\$

Amount enclosed

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

MATTHEW FINNEY



duke-energy.com
800.452.2777

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/automatic-draft
Speedpay	duke-energy.com/pay-now 800.452.2777
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.452.2777
Business: Mon - Fri (7 a.m. to 6 p.m.)	866.582.6345
For hearing impaired TDD/TTY	800.676.3777 or 711
International	1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

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Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 0.0% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que hablan Español

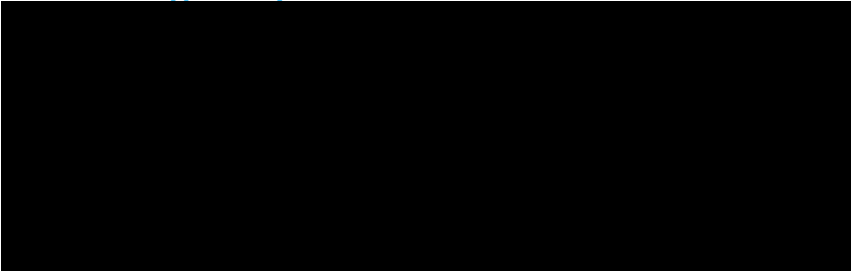
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.



duke-energy.com
800.452.2777

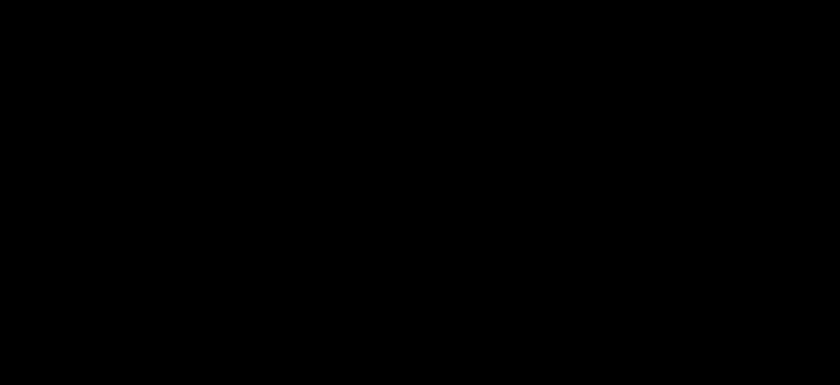
Account number [REDACTED]

Your usage snapshot - Continued



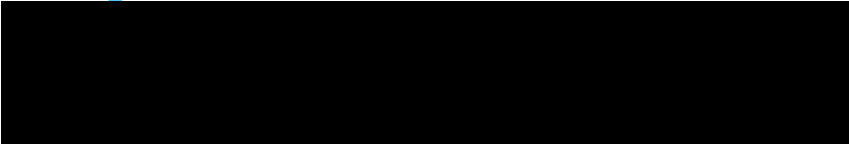
A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric



Your current rate is Residential Service (RES).
For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Billing details - Taxes





duke-energy.com
800.452.2777

Your Energy Bill

Page 1 of 3

Service address
MATTHEW FINNEY
[REDACTED]
[REDACTED]

Bill date Dec 16, 2021
For service Nov 13 - Dec 14
32 days

Account number [REDACTED]

Billing summary

Previous Amount Due	[REDACTED]
Payment Received Dec 09	[REDACTED]
Current Budget Billing Plan Charges	[REDACTED]
Other Charges and Credits	[REDACTED]
Total Amount Due Jan 10	[REDACTED]



Thank you for your payment.

Thank you for enrolling in our Budget Billing Plan (BBP). **Your monthly BBP amount will be [REDACTED].** At each quarterly review, we may adjust your BBP amount to better reflect your actual energy use. If this happens, we will notify you with a message on your bill before the change occurs. At the end of 12 months, your bill will include either a credit or a charge to balance your actual usage over the prior year with your BBP payments. Questions? Call 800.452.2777.

We've made updates to your bill! Your usage snapshot now includes the average outdoor temperature, and a new account number also displays at the top of your statement. If paying electronically, we encourage you to use this new 12-digit number, although payments can be processed under the old account number, too. You can also add a contribution on your payment to help others. Visit duke-energy.com/BillUpdates to learn more.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit SC211.org, dial 211 or text your zip code to 898211.

Introducing Share the Light Fund, formerly Energy Neighbor Fund. Discover the power of community, whether you need help or want to help others. Add a gift to your bill or learn more at duke-energy.com/ShareTheLight.

Your usage snapshot

Average temperature in degrees

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 0.0% late charge.

Please return this portion with your payment. Thank you for your business.

Amount due

[REDACTED]
by Jan 10

After Jan 10, a late charge will apply.

Account number

[REDACTED]

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

MATTHEW FINNEY
[REDACTED]
[REDACTED]

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094



duke-energy.com
800.452.2777

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/automatic-draft
Speedpay	duke-energy.com/pay-now 800.452.2777
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.452.2777
Business: Mon - Fri (7 a.m. to 6 p.m.)	866.582.6345
For hearing impaired TDD/TTY	800.676.3777 or 711
International	1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

Your next meter reading: Jan 17

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

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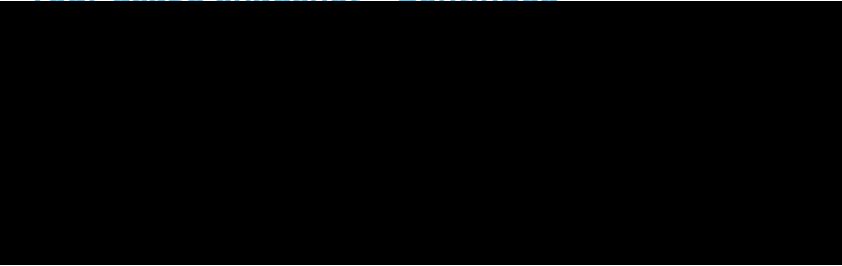
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800.452.2777

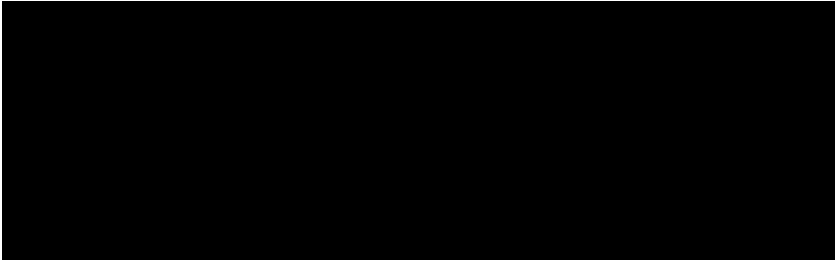
Account number [REDACTED]

Your usage snapshot - Continued



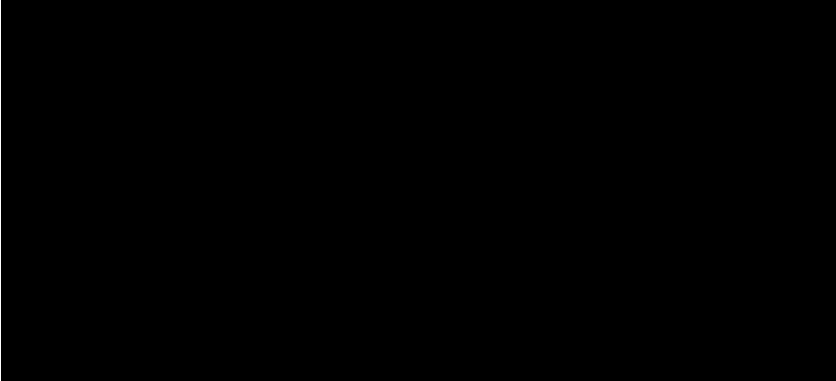
Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of [REDACTED] between plan charges and actual usage costs.



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

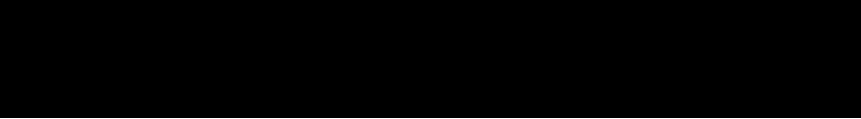
Billing details - Electric



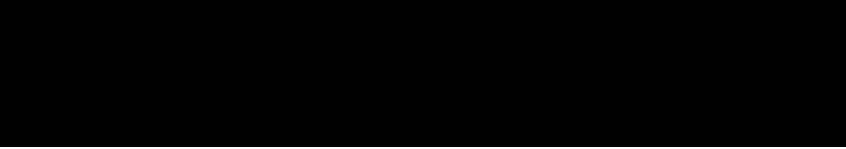
Your current rate is Residential Service (RES).

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Billing details - Other Charges and Credits



Billing details - Taxes



BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2021-363-E

In the Matter of:)
)
 Valli Finney,)
 Complainant,)
)
 v.)
)
 Duke Energy Progress, LLC,)
 Respondent)

CERTIFICATE OF SERVICE

The undersigned, Lyndsay McNeely, Paralegal for Duke Energy Progress, LLC, does hereby certify that she has served the persons listed below with a copy of Duke Energy Progress, LLC's Petition for Reconsideration in the above-captioned proceedings via electronic mail and U.S. Mail as specified below on March 14, 2022.

Benjamin Mustian
 Office of Regulatory Staff
bmustian@ors.sc.gov

Carri Grube Lybarker
 SC Department of Consumer Affairs
clybarker@scconsumer.gov

Roger P. Hall
 SC Department of Consumer Affairs
rhall@scconsumer.gov

Katie M. Brown
 Duke Energy Progress, LLC
katie.brown2@duke-energy.com

Valli Finney
 7 Marshall Street
 Sumter, SC 29150
vallimfinney@yahoo.com

Dated this 14th day of March, 2022.


 Lyndsay McNeely